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COMMISSIONER’S DIRECTIVE 700		In Effect: 2015-07-23 Last Review: 2014-04-01 Due for Review: 2017-07-23
Correctional Interventions		
PROGRAM ALIGNMENT	Correctional Interventions	
OFFICE(S) OF PRIMARY INTEREST	Correctional Operations and Programs Sector	
ONLINE @	<ul style="list-style-type: none"> • http://infonet/cds/cds/700-cd-eng.pdf • http://infonet/cds/cds/700-cd-fra.pdf • http://www.csc-scc.gc.ca/text/plcy/cdshtm/700-cde-eng.shtml • http://www.csc-scc.gc.ca/text/plcy/cdshtm/700-cde-fra.shtml 	
AUTHORITIES	<ul style="list-style-type: none"> • <i>Canadian Charter of Rights and Freedoms</i> • <i>Corrections and Conditional Release Act</i> (CCRA), sections 3, 3.1, 4, 5, 6, 7, 8, 9, 10, 15.1, 27, 54-57, 79, 80, 81, 82, 83, 84 and 100 • <i>Corrections and Conditional Release Regulations</i> (CCRR), sections 3, 4, 5, 6, 102, 103, 105, 113 and 114 	
PURPOSE	<ul style="list-style-type: none"> • To ensure correctional interventions contribute to the rehabilitation of offenders and their successful reintegration into the community 	
APPLICATION	Applies to all staff involved in correctional interventions	
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RESPONSIBILITIES

1. The Assistant Commissioner, Correctional Operations and Programs, will facilitate ongoing cooperation between intervention, treatment and operational functions to ensure an efficient exchange of information and effective decisions to promote correctional interventions.
2. The Regional Deputy Commissioner will ensure all offenders, including those with specific physical and mental health care needs or [disabilities](#), are accommodated at an appropriate security level or community facility and have access to recommended correctional interventions.
3. The Assistant Deputy Commissioner, Correctional Operations, will promote and facilitate the continuity of correctional interventions for offenders between institutional and community staff.
4. The Institutional Head/District Director will:
 - a. ensure staff accountability for operations, interventions, security intelligence, program management, offender activities, and spiritual services (e.g. Aboriginal spirituality and chaplaincy)
 - b. ensure equitable distribution of case assignment and promote high-quality [case management](#)
 - c. ensure correctional policies, assessments, programs and practices respect and are responsive to:
 - i. gender, including the special needs of women offenders
 - ii. ethnic, cultural and linguistic differences, including Aboriginal offenders
 - iii. offenders requiring mental health care and those with physical disabilities
 - d. ensure offenders with disabilities are treated equitably, in accordance with equality rights guaranteed under the [Canadian Charter of Rights and Freedoms](#)
 - e. report any difficulties experienced in accommodating the diverse needs of offenders to the Regional Deputy Commissioner
 - f. encourage partnerships and participation of private sector agencies and community services (e.g. community outreach, volunteer work, employment) in the preparation for release and supervision of offenders.

5. The Deputy Warden will ensure:
 - a. correctional interventions support safe custody and facilitate the rehabilitation of offenders
 - b. continuity in monitoring and intervention from the onset of the offender's sentence until he/she is released to the community
 - c. correctional interventions are anchored in professional judgement and actuarial tools to justify, support and explain decisions or recommendations
 - d. all offender-related decisions, including [case preparation](#) and supervision, take into account the protection of society as the paramount consideration.

6. The Associate District Director will:
 - a. contribute to the development of operational policies relating to correctional interventions such as parole supervision, correctional programs, community resources and psychological services
 - b. ensure correctional interventions support safe supervision and facilitate the rehabilitation of offenders
 - c. manage correctional interventions (e.g. programs)
 - d. oversee the participation and implementation of community services (e.g. outreach/ volunteer activities) in the preparation for release and supervision of offenders
 - e. approve the prioritization and implementation of activities and programs for offenders.

7. The Area Director will:
 - a. ensure continuity in monitoring and intervention throughout an offender's sentence to warrant expiry and beyond (i.e. long-term supervision order)
 - b. ensure the importance of public and staff safety is taken into consideration in case preparation and supervision
 - c. ensure correctional interventions are anchored in professional judgement and actuarial tools to justify, support and explain decisions or recommendations
 - d. liaise with institutional and community justice partners regarding correctional interventions.

8. The Assistant Warden, Interventions will:
 - a. manage all correctional interventions (e.g. human, financial and material resources related to programs, case management, education, volunteers' activities, chaplaincy and Aboriginal spiritual activities, etc.)

- b. approve the prioritization and implementation of activities and programs for offenders
 - c. liaise with appropriate CSC staff in the community as well as criminal justice agencies, jurisdictions and community services, as appropriate
 - d. provide functional links with the Regional Administrator, Assessment and Interventions
 - e. share information with managers and supervisors, including Health Services, as appropriate.
9. The Manager, Assessment and Interventions/Manager, Intensive Intervention Strategy/Parole Officer Supervisor/Manager, Community Correctional Centre, will:
- a. supervise case management activities and provide leadership and guidance to all staff involved in correctional interventions
 - b. ensure a team approach to case work to facilitate the reintegration process
 - c. assist Parole Officers in developing intervention strategies for offenders and determining the most appropriate interventions
 - d. ensure all dissenting opinions and the rationales are documented
 - e. ensure the quality control of case management activities. The quality control function must be completed by an individual who did not author the report and who does not occupy a position lower than those previously identified.
10. The Parole Officer will:
- a. initiate and manage the correctional intervention process throughout the offender's sentence and ensure that community supervision is based on risk, need, [responsivity](#) and professional judgement
 - b. if applicable, support and promote the offender's involvement in [section 81](#) and [section 84](#) processes outlined in the CCRA with the Aboriginal Liaison Officer and Aboriginal Community Development Officer and/or Aboriginal Community Liaison Officer
 - c. recommend specific correctional interventions, as required
 - d. ensure the continuity and communication of all interventions with the [Case Management Team](#)
 - e. facilitate the offender's reintegration into the community at the earliest possible time while ensuring public and staff safety in all case management decisions
 - f. complete risk assessments and submit recommendations in a timely manner.
11. The Aboriginal Liaison Officer will:

- a. assist in providing leadership, cultural awareness, counselling and general services to offenders who follow a healing path
 - b. liaise with the Parole Officer and provide recommendations for offenders regarding correctional planning, assessing risk, release planning, and decision making for those who subscribe to a healing path
 - c. provide information about policy and procedures for Aboriginal offenders
 - d. support and promote the provisions of [section 81](#) and [section 84](#) of the CCRA, pursuant to [GL 710-2-1 – CCRA Section 81: Admission and Transfer of Offenders](#) and [GL 712-1-1 – CCRA Section 84: Application Process](#)
 - e. document the Elder Review and share it with the offender
 - f. liaise with the Aboriginal Community Development Officer or the Aboriginal Community Liaison Officer and the community when assisting in preparing release plans that are consistent with the offender's Correctional Plan.
12. The Elder/Spiritual Advisor will provide individual counselling, teachings and ceremonial services to offenders who follow a healing path.
13. The Aboriginal Community Development Officer will:
- a. assist in the reintegration of Aboriginal offenders by providing a bridge between the Correctional Service of Canada and Aboriginal communities or organizations
 - b. facilitate the [section 84](#) process, pursuant to [GL 712-1-1 – CCRA Section 84: Application Process](#), by assisting the Parole Officer with submissions to the Parole Board of Canada.
14. The Correctional Officer II/Primary Worker will:
- a. review correctional interventions detailed in the offender's Correctional Plan
 - b. interact directly and regularly with the offender in a positive and consistent manner pursuant to [CD 560 – Dynamic Security and Supervision](#)
 - c. as applicable, use a women-centred approach when interacting with a woman offender
 - d. gather information about the offender from staff involved in correctional interventions
 - e. observe and record both positive and negative offender activities and behaviour critical to managing correctional interventions
 - f. share this information with security, case management, health services and others, as deemed necessary in relation to the nature of the information.

15. Offenders are expected to:

- a. conduct themselves in a manner that demonstrates respect for other persons and property
- b. obey penitentiary rules and lawful orders
- c. actively participate in the development and maintenance of their Correctional Plan
- d. actively participate in programs and interventions designed to promote rehabilitation and reintegration
- e. comply with the requirement to submit to urinalysis
- f. obey conditions governing temporary absences, work release, parole, statutory release and long-term supervision.

16. All staff:

- a. will respect the Duty to Act Fairly and the provisions of the [Privacy Act](#), the [Canadian Charter of Rights and Freedoms](#) and other relevant statutes and administrative agreements in their duties related to correctional interventions
- b. are responsible for striving for excellence in their work on an individual offender's case
- c. will ensure that the quality of their work respects the Correctional Service of Canada's standards and policies throughout their involvement in an offender's case
- d. will document offender interactions in the:
 - i. log book, where applicable
 - ii. [Statement/Observation Report](#) (CSC/SCC 0875), and/or
 - iii. Casework Record as soon as possible, but no later than five working days, as deemed necessary in relation to the nature of the information.

PROCEDURES

Correctional Intervention Process

Intake Assessment and Correctional Planning

17. The intake assessment process will:

- a. include community assessments
- b. include actuarial tools

- c. include the [Intake Health Status Assessment](#) (CSC/SCC 1244, section 1e)
- d. integrate medical and mental health care needs and identify interventions through consultation with health care professionals
- e. identify static and dynamic ratings associated with the offender's risk to reoffend
- f. profile the offence cycle taking into account the criminal history record, nature and gravity of the offence and sex offence history
- g. identify factors associated with successful reintegration
- h. identify interventions that will target change to contributing factors
- i. lead to the development of the initial Correctional Plan in consultation with the offender
- j. result in the determination of the offender's security level and placement, if required.

18. The Correctional Plan will:

- a. assess offender [accountability](#), [motivation](#), responsivity, [engagement](#), reintegration potential and level of intervention
- b. identify criminal risk and risk management strategies using actuarial tools, assessment and professional judgement
- c. include the offender's continuum of correctional intervention and sentence planning.

Interventions

19. Interventions will:

- a. take into account the importance of the protection of society, victims, staff members and offenders
- b. include observation of the offender's engagement and progress against his/her Correctional Plan
- c. address dynamic factors contributing to the offender's criminal behaviour
- d. consider factors which do not contribute to criminal behaviour but which require structure and guidance to enhance the potential for reintegration
- e. ensure the results of assessments are continuously monitored in the institution and community.

Decision Making

20. The decision-making process will:

- a. be made in a forthright and fair manner
- b. be formally structured to ensure the Duty to Act Fairly is applied in correctional interventions
- c. integrate victim considerations as per legislation
- d. consider Aboriginal social history for Aboriginal offenders and Aboriginal offenders' extended family relationships when assessing family relationships
- e. consider the state of health and the health care needs of the offender
- f. be impartial and timely based on all available information including dissenting opinions
- g. respect the right of the offender to be heard under the Duty to Act Fairly and ensure the offender:
 - i. receives complete information, particularly concerning decisions and the supporting reasons, before or after the decision
 - ii. has the right to make representations
 - iii. has access to an effective grievance procedure pursuant to [CD 081 – Offender Complaints and Grievances](#).

ENQUIRIES

21. Strategic Policy Division
National Headquarters
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Commissioner,

Original Signed by:
Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 081 – Offender Complaints and Grievances](#)
[CD 560 – Dynamic Security and Supervision](#)
[CD 701 – Information Sharing](#)
[CD 702 – Aboriginal Offenders](#)
[CD 705 – Intake Assessment Process and Correctional Plan Framework](#)
[CD 710 – Institutional Supervision Framework](#)
[GL 710-2-1 – CCRA Section 81: Admission and Transfer of Offenders](#)
[CD 712 – Case Preparation and Release Framework](#)
[GL 712-1-1 – CCRA Section 84: Application Process](#)
[CD 715 – Community Supervision Framework](#)
[CD 719 – Long-Term Supervision Orders](#)
[CD 726 – Correctional Programs](#)
[CD 767 – Ethnocultural Offenders Programs](#)
[CD 784 – Victim Engagement](#)
[CD 800 – Health Services](#)
[CD 840 – Psychological Services](#)
[CD 843 – Management of Inmate Self-Injurious and Suicidal Behaviour](#)
[CD 850 – Mental Health Services](#)

[Canada Evidence Act](#)
[Controlled Drugs and Substances Act](#)
[Identification of Criminals Act](#)
[Immigration and Refugee Protection Act](#)
[International Transfer of Offenders Act](#)
[Mutual Legal Assistance in Criminal Matters Act](#)
[Official Languages Act](#)
[Official Languages Regulations](#)
[Prisons and Reformatories Act](#)
[Privacy Act](#)
[Youth Criminal Justice Act](#)

Parole Board of Canada [Policy Manual](#)
[Manual on Religious and Spiritual Accommodation](#)

DEFINITIONS

Accountability: the level of involvement of the offender in his/her Correctional Plan in relation to the obligation to modify behaviours identified as being problematic. Attitude, behaviour, and insight are critical components to offender accountability.

Case management: a dynamic process that includes interventions to assess, clarify, counsel, plan programs for, and supervise an offender throughout his/her sentence.

Case Management Team: the individuals involved in managing an offender's case, which include at a minimum the Parole Officer and the offender, and in institutions, the Correctional Officer II/Primary Worker.

Case preparation: the preparation of offender documentation for decision-making purposes.

Disability: any previous or existing mental or physical disability. A disability can be either permanent (e.g. a visual or mobility impairment) or temporary (e.g. a treatable illness or temporary impairment which is the result of an accident). It is important to consider the effects of the illness, not only the nature of the illness itself.

- a. **Physical disabilities** include, but are not limited to: disfigurement, mobility, visual, auditory, speech impairments and environmental sensitivities.
- b. **Mental disabilities** include, but are not limited to: psychiatric, intellectual (anyone functioning at or below the borderline range) and learning disabilities (often people with at least average intelligence who have difficulty making sense of the information they receive about the world around them).
- c. **Learning disability:** a disorder that causes an individual to have difficulty learning in a typical manner.

Engagement: the demonstrated willingness of an offender:

- a. to actively participate in his/her assigned Correctional Plan
- b. be free of criminal and gang activity while under sentence
- c. display conduct that demonstrates respect
- d. obey the penitentiary rules and/or supervision requirements.

Motivation: the desire or willingness to change.

Responsivity: the presence of a characteristic(s) that influences the offender's capacity to benefit from the targeted intervention(s).

ANNEX B

RESPONSIBILITY MATRIX – CASE MANAGEMENT IN INSTITUTIONS⁽¹⁾

TYPE OF REPORT	CD	COMPLETED BY	
		MEN'S INSTITUTIONS	WOMEN'S INSTITUTIONS
Criminal Profile	705-6	PO	PO
Correctional Plan	705-6	PO	PO
Structured Casework Record: Ongoing documentation of offender's behaviour and progress against Correctional Plan objectives – at least one (1) structured casework record per offender every forty-five (45) days	710-1	CO II	PW ²
Correctional Plan Update	710-1	PO	PO
Inmate Pay Recommendation	730	CO II	PW ²
Perimeter Clearance (Assessment for Decision)	710-4	CO II	PW ²
Private Family Visits (Assessment for Decision)	710-8	CO II	PW ²
Review of Security Classification (Assessment for Decision)	710-6	PO	PW ²
Transfers (Assessment for Decision)	710-2	PO	PO – Involuntary/ Emergency
			PW ² – Voluntary & Section 81s
Temporary Absences (Escorted/Unescorted)	710-3	PO – up until the first positive decision	PO – temporary absence applications under PBC authority
		CO II – following the first positive decision	PW ² – temporary absence applications under CSC authority
Work Releases	710-7	PO – up until the first positive decision	PW ²
		CO II – following the first positive decision	
Mother-Child Program (Assessment for Decision)	768	N/A	PO
Day and Full Parole	712-1	PO	PO
Statutory Release	712-1	PO	PO
Early Discretionary Release	712-1	PO	PO
Detentions/Detention Reviews	712-2	PO	PO

Notes:

- (1) Please refer to the relevant Commissioner's Directive for further information and details on the roles and responsibilities and procedures of each type of report listed above.
- (2) PW applies to PW/Older Sister and Older Brother.